

Rights and Responsibilities of Patients, and Pediatric and Newborn Patients and Their Parents

At National Naval Medical Center we believe in demonstrating our support and commitment to patients' rights through the day-to-day processes and standards by which our staff interacts with all patients. These interactions reflect a fundamental concern for the dignity and respect afforded our patients and are guided by the staff's awareness of the ethical issues surrounding patient care. NNMC operates according to a code of ethical behavior, and by use of an established medical ethics committee whose members are available for emergency consultation 24 hours a day.

Los derechos y responsabilidades del paciente estan disponibles en Español.



NATIONAL NAVAL MEDICAL CENTER

8901 Wisconsin Avenue
Bethesda, MD 20889-5600
www.nnmc.med.navy.mil

Main Hospital Automated Phone Line
(301) 295-CARE (2273) or 1-(800) 526-7101

NNMC is accredited by the Joint Commission on the
Accreditation of Healthcare Organizations (JCAHO).

Your Rights as a Patient at National Naval Medical Center

1. To Receive Quality Care

You have the right to receive quality medical and dental care and treatment. If you are an inpatient at NNMC, and we cannot provide the care you require, you will be transferred to another facility if medically advisable.

2. To Receive Explanations of Care

You have the right to receive an explanation regarding your diagnosis, treatment, medical procedures, and prognosis (what to expect), in terms you can understand. When it is not medically advisable to provide this information to you, it will be relayed to appropriate family members or your designated decision maker.

3. To Receive Pain Management

You have the right to be treated for alleviation of pain and discomfort consistent with accepted medical and safety practices.

4. To Participate in Your Care

You have the right to be involved in all aspects of your care, including treatment decisions. If you are incapable, a member of your family or your designated decision-maker will be allowed to participate in these decisions.

5. To Provide Informed Consent

You have the right to receive the necessary information to make knowledgeable decisions regarding consent or refusal of treatment. The information will include details regarding possible complications, risks, benefits, and any alternative treatments available. Communications will be in a manner and terms you understand.

6. To Refuse Treatment

You have the right to refuse treatment to the extent permitted by law and to be informed of the consequences of your refusal.

7. To Arrange for an Advance Directive

You have the right to formulate an Advance Directive. An Advance Directive is a "living" will or written plan that states the treatments or life support measures you wish to accept or refuse if you become incapable of making such decisions. In this written document, you can name a person (proxy) to make decisions for you if you become unable to do so. If you do not have an Advance Directive, please ask to speak to your provider.

8. To Know the Identity of Healthcare Staff

You have the right to know the identity, professional status and professional credentials of healthcare personnel, as well as the name of the healthcare provider primarily responsible for your care.

9. To Receive Respectful Treatment

You have the right to respectful treatment and considerate care, with recognition of your personal dignity.

10. To Be Provided Privacy, Security and Safety

You have the right, within law and military regulations, to security, personal privacy and confidentiality of information regarding your medical treatment. You also have the right to receive care in a secure, safe environment and to access protective services, if necessary.

11. To Express Your Feelings

You have the right to express your feelings, such as fear, anxiety or sadness. You will be provided emotional support from NNMC staff, including the counsel of clergy, a social worker or mental health professional, if necessary. You and your family will be allowed to express spiritual beliefs and cultural practices as long as they do not harm others or interfere with treatment.

12. To Refuse Participation in Research

You have the right to be advised if NNMC proposes to engage in, or perform research associated with your care. You will be provided a description of the expected benefits, potential discomforts, risks, alternative services, and a full explanation of all procedures to be followed. You also have the right to refuse to participate in any research programs and to drop out at any time. Your refusal to participate will not compromise your care or access to services.

13. To Receive Visitors and Communications

You have the right to receive visitors and to communicate by mail and telephone. Any restrictions on visitors or communication will be fully explained to you and your family.

14. To Understand Rules and Regulations

You have the right to be informed of NNMC's rules and regulations relating to patient or visitor conduct (such as rules prohibiting smoking), and should expect compliance with those rules from other individuals.

15. To Voice Your Concerns

You have the right to voice concerns or complaints regarding your experience as a patient at NNMC. You also are entitled to information about NNMC's mechanism for the initiation, review, and resolution of any complaints or concerns. Please direct any concerns to the Customer Advocate in your clinic or to the Customer Advocacy Office.

— Your Responsibilities as a Patient at National Naval Medical Center —

1. To Provide Information About Your Health

It is your responsibility to provide, to the best of your knowledge, accurate and complete information about past illnesses, hospitalizations, medications, and other matters relating to your health. It is up to you to let your health care provider know if you have any questions or concerns about your treatment.

2. To Provide Information About Advance Directives

If you have a written Advance Directive (a “living will” or written plan stating what treatments or life-support measures you wish to refuse or accept if you become incapable of making such decisions), it is your responsibility to bring a copy to your physician. An Advance Directive can also be used for you to give another person the right to make decisions on your behalf.

3. To Follow NNMC Rules and Regulations

You are responsible for following all NNMC rules and regulations affecting patient care and conduct. Smoking is permitted only in designated areas outside the hospital. This rule should be followed by all patients, relatives and visitors.

4. To Be Respectful and Considerate of Others

You are expected to be considerate and respectful of NNMC property, the rights and properties of other patients and NNMC healthcare personnel, and to assist in the control of noise, smoking, and compliance of visitors’ rules and regulations.

5. To Comply with Recommended Medical Care

It is your responsibility to comply with your medical treatment plan. This includes filling and taking all prescription medications and treatments as directed, and adhering to all recommended follow-up care.

6. To Arrive on Time for Appointments

It is your responsibility to be on time for appointments, and to notify NNMC if you cannot keep a scheduled appointment.

7. To Return Medical Records

In the case that your medical records are given to you for appointments or consultations, it is your responsibility to ensure that these records are promptly returned to NNMC for appropriate filing and maintenance. Any medical record documenting patient care that is provided by a Military Treatment Facility or Dental Treatment Facility is the property of the U.S. Government.

— Rights of Pediatric Patients at National Naval Medical Center —

1. To Receive Quality Care

All patients, including children, have the right to quality medical and dental care and treatment appropriate to their age and developmental level.

2. To Receive Explanation of Care

All patients, including young people, have the right to information (*in a language appropriate to their ethnic background and developmental level*) that explains the reason for hospitalization, hospital routines, equipment used, and recommended procedures. When it is not medically advisable to give this information to the patient, or when the patient is too young to understand, the information will be provided to the parent(s) or legal guardian(s).

3. To Receive Pain Management

All patients, including children, have the right to be treated for the alleviation of pain and discomfort consistent with accepted medical and safety practices.

4. To be Assured Minimal Separation

The patient and parent(s) or legal guardian(s) have the right to minimal physical separation from each other, from the time of admission through discharge. Separation of the patient from the parent(s) or legal guardian(s) shall be only for specifically indicated medical treatments or therapy.

5. To be Provided Emotional Support

Young people in our care have the right to express their feelings, such as fear, anxiety or sadness. The child and parent(s) or legal guardian(s) have the right to emotional support from the NNMC staff, including clergy, social work and psychiatric counseling.

6. To Know the Identity of Healthcare Staff

The parent(s) or legal guardian(s) of the pediatric patient has the right to know the identity, professional status and professional credentials of healthcare personnel, as well as the name of the healthcare provider primarily responsible for the care of their child or legal ward.

7. To Receive Care in a Safe Environment

All patients, including children, have the right to care and treatment in a secure and safe environment.

8. To Receive Respectful Treatment

All patients have the right to respectful treatment and considerate care, with recognition of their personal dignity, regardless of age. Under certain circumstances, some older minor patients have the right to confidentiality, and consent or refusal of treatment. (*For more information, ask your provider.*)

9. To Voice Concerns

The parent(s) or legal guardian(s) has the right to bring any perceived problems to the attention of the staff. Please direct any concerns to the Customer Advocate in your clinic or to the Customer Advocacy Office.

— Parents’ Responsibilities to Pediatric Patients —

1. To Provide Information

The parent(s) or legal guardian(s) of the pediatric patient is expected to provide full medical and psychosocial information regarding the child and the family.

2. To Visit Your Child

The parent(s) or legal guardian(s) is expected to visit his or her child regularly and the staff must be made aware of how the parent(s) or legal guardian(s) is to be contacted in the event of an emergency.

3. To Comply with Medical Care

The parent(s) or legal guardian(s) is expected to comply with mutually agreed upon treatment plans.

— Rights of Newborn Patients and Their Parents —

1. To Receive Quality Care

All patients, including infants, have the right to quality medical care and treatment.

2. To Receive Full Disclosure and Explanation of Care

The parent(s) or legal guardian(s) has the right to full disclosure of their infant’s condition, prognosis, treatment options and explanations of the reason for hospitalization, hospital routines, equipment used, and recommended procedures.

3. To Receive Pain Management

All patients, including infants, have the right to be treated for the alleviation of pain and discomfort consistent with proven medical and safety practices.

4. To be Assured Minimal Separation

The patient and parent(s) or legal guardian(s) have the right to minimal physical separation from each other, from the time of admission through discharge. Separation of the infant from the parent or legal guardian shall be only for specifically indicated medical or nursing evaluation or therapy. Neonatal patients in intensive care have the right to maximal visitation time, consistent with the medical and nursing requirements of the infant.

— Parents’ Responsibilities to Newborn Patients —

1. To Provide Information

The parent(s) or legal guardian(s) of the newborn patient is expected to provide full medical and psycho-social information regarding the infant, the mother and the family.

2. To Visit Your Infant Regularly

The parent(s) or legal guardian(s) is expected to visit his or her infant regularly and the ICN staff must be made aware of how the parent(s) or legal guardian(s) is to be contacted in the event of an emergency.

3. To Comply with Medical Care

The parent(s) or legal guardian(s) is expected to comply with mutually agreed upon treatment plans.

4. To Arrive on Time for Appointments

It is your responsibility to be on time for appointments, and to notify NNMC if you cannot keep a scheduled appointment.

5. To Return Medical Records

In the case that your child’s medical records are given to you or your child for appointments or consultations, it is your responsibility to assure that these records are promptly returned to NNMC for appropriate filing and maintenance. Any medical record documenting patient care that is provided by a Military Treatment Facility or Dental Treatment Facility is the property of the U.S. Government.

5. To be Provided Emotional Support

The parent(s) or legal guardian(s) of an infant with special conditions has the right to emotional support from the NNMC staff, including clergy, social work and psychiatric counseling if required.

6. To Know the Identity of Healthcare Staff

The parent(s) or legal guardian(s) has the right to know the identity, professional status, and professional credentials of healthcare personnel, as well as the name of the healthcare provider primarily responsible for the care of their infant or legal ward.

7. To Receive Care in a Safe Environment

All patients, including infants, have the right to care and treatment in a secure and safe environment.

8. To Voice Concerns

The parent(s) or legal guardian(s) has the right to bring any perceived problems to the attention of the staff. Please direct any concerns to the Customer Advocate in your clinic or to the Customer Advocacy Office.

4. To Arrive on Time for Appointments

It is your responsibility as a parent or legal guardian of an infant to be on time for appointments, and to notify NNMC if you cannot keep a scheduled appointment.

5. To Return Medical Records

In the case that your infant’s medical records are given to you for appointments or consultations, it is your responsibility to assure that these records are promptly returned to NNMC for appropriate filing and maintenance. Any medical record documenting patient care that is provided by a Military Treatment Facility or Dental Treatment Facility is the property of the U.S. Government.